

Credit Timeliness: This measures timeliness of issuing credits for turn-ins to customer units for both serviceable and unserviceable returns and will be displayed by transaction and dollars credited over time. In assessing this metric the segments comprising the credit process will be tracked from turn-in to DFAS processing to final issue of credit to the customer.

Standard/Goal: The goal is 100 percent of the credit in 7 days.

R&A approach: Credit tracking formed by SSF Director. Team will identify negative trends and will work off outstanding credit and if identified work to resolve systemic problems. Team will report findings in bi-weekly report to SSF General Officer/civilian equivalents and will post the same to our web ([sitewww.army.mil/ssf/financial/credit/credit.html](http://www.army.mil/ssf/financial/credit/credit.html)).

Proponent: DALO-SSF